

JOB DESCRIPTION

Hospitality Coordinator

Purpose
To oversee all hospitality provision for Heart Church at all sites/venues and deliver it to an excellent standard reflecting the organisation's vision.
Key Tasks and Responsibilities
<ol style="list-style-type: none">1. Work with the Hosting & Hospitality Manager, across the week and weekend, to schedule, plan, stage, prepare and oversee food, beverage and hosting aspects of Heart Church events across all sites and venues, to include:<ul style="list-style-type: none">• menu preparation• supplier relationships• equipment checking, maintenance and replacement• ordering and budget oversight• goods receipt and storage• stock control• food hygiene Critical Control Point assessment, management and oversight• food and beverage service (e.g. Atrium, Green Rooms, teams, congregants and visitors, cast members etc)2. Responsible for the oversight of general housekeeping/stock control.3. Cash management and liaison with the finance team.4. Liaise with facilities and operations teams in provision of activities and events.5. Provide induction and oversight to congregants and members of the public wishing to use our premises.6. Oversee the activities of the Hospitality volunteers and work to build and upskill the teams.7. Develop/build the Hospitality Team and organise training to develop skills and build relationships.8. Connect with Hospitality Teams on Sunday to build relationships, deliver feedback and provide support. Lead devotional times and pray for team members.9. Contribute to the development of Sunday expression, providing feedback for and implementing decisions from the Sunday Planning Meeting.10. Engage with congregants and members of the public in matters relating to hospitality functions or matters of a spiritual/pastoral nature at the direction of Pastoral and Hospitality leads.11. Support members of the pastoral team in, and through, the use of IT systems in facilitating events, courses, activities and user engagement.12. Be an ambassador of Heart Church and champion Heart Church culture.13. Work as part of the Heart Church staff team and assist with other activities as required.
Financial or Other Authorities
None
Reporting Line
Report to the Hosting and Hospitality Manager